Associate Governmental Program Analyst (AGPA) from Job Analysis completed Spring 2009

Interpersonal Tasks

- Facilitate meetings with a variety of groups (such as management, staff, and internal and external stakeholders) to resolve problems, gather information, and/or promote organizational goals and objectives.

- Collaborate with customers or clients to provide effective service and meet service expectations.

- Direct and guide customers and stakeholders on various State processes (e.g. websites, tools, programs, application processes) to provide information and/or resolve issues.

- Address problems or complaints regarding departmental and/or work unit policies, procedures, and /or services/products routinely in a calm, courteous, and tactful manner.

- Interact with management, staff, and internal and external stakeholders, contributing to the overall efficiency and productivity of the work unit.

- Calm and diffuse situations with difficult or upset individuals in the course of completing work assignments.

- Facilitate or lead a work group or team to accomplish work assignment objectives and goals.

- Participate in meetings with all levels of staff to provide consultative services, status reports and recommendations using handouts, audio/visual aids, and electronic data sources.

- Respond to inquiries from legislative offices, government agencies, special interest groups and the general public in accordance with established policies and guidelines.

Written Communication

- Write memos, letters, and correspondence to communicate with internal and external audiences.

- Complete various forms and documents related to program or project activities.

- Create forms and documents to collect and/or provide information related to various program or project activities.

- Develop and edit instructional materials to clarify procedures such as work standards, project parameters, office procedures, and computer operations.

- Write technical reports documenting project and program assignments and activities such as program evaluation results, research findings, progress reports and/or timeline and resource requirements for projects.

- Edit documents and written materials (such as memos, letters, reports, procedures, and technical manuals) to ensure the accuracy and completeness of information presented.

Research and Data Collection

- Conduct research (e.g., internet, library) to retrieve and compile information and data for projects or assignments.
- Collect documents and materials regarding program/departmental activities in response to specific inquiries from a variety of sources.

Analysis and Compilation

- Read and interpret technical materials pertaining to departmental or program operations (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities.
- Analyze data collected to prepare summaries and other documentation for making recommendations and completing work tasks.
- Organize and compile data and information into reports to ensure accurate and clear documentation.
- Make recommendations to resolve problems or issues related to the completion of work projects or assignments.

Quantitative Analysis

- Perform arithmetic computations (including addition, subtraction, multiplication, division, fractions) to process, summarize, verify, or present numerical data.
- Calculate percentages, ratios, decimals, and proportions to process, summarize, or present numerical data.

Project and Program Management

- Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
- Establish work plans and timelines for the completion of work tasks, assignments, and projects.
- Analyze and evaluate the effectiveness of programs, policies, or procedures to improve efficiency or make recommendations.
- Provide status and progress reports of current work assignments to management, staff, and internal and external stakeholders.
- Serve as liaison to coordinate communication between management, staff, and internal and external stakeholders to provide program information, answer questions, and address issues/problems.

Computer Applications

- Use word processing software to prepare memos, correspondence, and other documents and materials.
- Use spreadsheet software to create, compile, compute, organize, and present data and statistics for use in reports and other tracking activities.

- Use electronic database (information storage and retrieval systems) applications to enter, organize, track, and retrieve information.

- Use email applications to communicate and/or schedule meetings.

General Administrative Activities

- Verify the completeness and accuracy of forms and documents.

- Maintain records (e.g. personnel, unit, program, and or project) to monitor and track resources related to collection or allocation of specific functions, programs, and/or work activities.